

DATED: October 12, 2012
Updated April 15, 2013

GUIDELINES:

Facilities Centralization Program Model Guidelines – The Facilities Centralization Model was developed to support the centralization of campus facilities in 2011. This model allows for the use of a GSF distribution for all facilities on campus that is in this model, including all E&G spaces, Athletics, Student Affairs and Student Housing Residential Life facilities. This model was approved by University Administration and the accounting methods utilized were approved by the Office of Finance.

This model will be reviewed annually and updated at a minimum every two years to ensure proper distribution of expenses. Customer meetings will occur 3x per year beginning in FY13 to review services and ensure timely distribution of funds. Please note that this is not a billable model and distributions are fixed for a specific period of time; any reduction or increase in the model will be evenly distributed to all entities based on the GSF of that entity on the first day of the fiscal year or the model update year (if a two year timeframe).

PURPOSE:

To establish guidelines in defining roles and responsibilities of Facilities Management (FM) and Business Services staff related to the maintenance of the centralization model. Management of this model and quarterly updates to campus customers is a team based effort that allows Facilities Management and Business Services to partner to deliver quality services to customers.

The FM and Business Services Budget, Communications and Financial Team will meet weekly with the last meeting of the month reserved for model reconciliations and updates.

Model Formula Concepts: Below is an outline of the how the model is calculated each year or every two years as applicable.

Level One Maintenance	Costs are calculated by taking total level one maintenance staff salaries & Benefits multiplied by their GSF Distribution + each area is charged a distributed amount which currently equals 35 cents per GSF for M&O expense; these two calculated together equal total level one maintenance costs.
Custodial In House	Costs are calculated by taking total level one custodial staff salaries & Benefits multiplied by their GSF Distribution + each area is charged a distributed amount which currently equals 20 cents per GSF for custodial M&O expenses; these two calculated together equal total level one custodial costs.
Custodial Contracted	Cost of contracted services + 10 cents per GSF for contracted custodial M&O expenses
Facilities Service Center	Total Facilities Service Center Cost x GSF Distribution (campus wide)
Facilities Management	Total FM Management costs for areas of FM that support the centralization, these areas include elements of FM Administration, Business Services, Field Management Leadership – the % of their applicable FTE's x GSF distribution. This is reviewed annually. Level Two and SLA Management are not included in this allocation.
FM Non-Distributed	All other FM management expenses that are charged to E&G Space which include level two management, planning staff, and services funded under

	SLA's and not charged to auxiliary customers.
SLA's	These costs are based on actual services defined by the auxiliary customers and are reviewed annually. For services planned in advance the transfer rate (reduced rate) is utilized. Services applicable to SLA's can be pest control, elevators, grounds, HVAC, and Solid Waste.
Level Two Services	These services are billable and billed to the customers as services are rendered at the regular billable rate which is reviewed and updated annually.
Utilities	There are two ways utilities are billed; if they are directly metered an annual budget is projected and then it expensed monthly with at minimum trimester reconciliations to actual costs. For areas not metered the costs are distributed based on average campus costs x GSF, with the exception of dining which is now being based on GSF x 65 cents. This rate and process change is a result of the Cougar Woods actual utilization data.

MODEL COMPONENTS & OWNERSHIP:

Model Component	Source	Responsible
Establishment of Funded & Billable Service Levels & Annual Updates	Setting levels, definition and scope of funding services	Executive Director (ED) of FM and Directors
Service Level One Scope Document	Operations	Assistant Director of Facilities Operations and Maintenance
Service Level Two Scope of Services	Operations	Assistant Director of Technical Services and Assistant Director of Central Plant and Mechanical
Existing Space Annual GSF and Space Information (Type/Source/Owner)	Facilities Information	Director of Program Administration (SPM)
New (current year) Space Annual GSF and Space Information (Type/Source/Owner)	FPC ED & PPM's/Facilities Information	Director of Program Administration (SPM)
New space (financial five year) projections GSF, Space & Financial Projections	FPC ED & PPM's/Facilities Information	Director of Program Administration (SPM)
Annual Staffing Baseline Data (Salary, Benefits & FTE)	Sheets by service area and draws planned vs. actual costs (salaries/benefits)	Director of Business Services (budget workbook & validation) Integration into centralization workbook Director of Program Administration (SPM) A supporting process approving

		all staffing changes has been put in place and is managed by Business Services/Administration
Secondary Staffing Checks – alignment of data with Service Level Custodial Sheets & Assignments	Sheets by Customer, Staff assignments and reconciliation to Financial Data	Manager of Custodial Programs (Zone Manager) & Contracts
Weekly Budget & Staffing Workbook	Update as staffing data changes - keep actively reconciled with budget data	Director of Business Services
Global & Area Contracts	Tracking as contracts are engaged – partner with Business Services on Utilization Data	Director of Program Administration and Director of Business Services
Global & Area Contracts	Ensure they are updated, bid and kept current – invoiced and paid properly and that all expenses are properly disbursed - This includes contracts procedural documents, invoicing, proper auditing of utilization and recordkeeping for model and for contract utilization	Director of Program Administration & Assistant Director Business Services
Blanket Billable Work Orders by Auxiliary area	PeopleSoft & FAMIS	Director of Business Services
Custodial Contracts & Core Staff Use	Need to be captured as staffing expense and not as global/area contract	Manager of Custodial Programs (Zone Manager), Director of Business Services and Director of Program Administration
Maintenance Contracts used for supplemental level one services	See above	Manager of Programmed Maintenance, Director of Business Services and Director of Program Administration
Utilities – Cost & Utilization reconciliation for utility services	PeopleSoft	Invoice approval (Utilities Coordinator) send to Director of Business Services or designee for processing and data to capture in centralization reports
Utilities projections for Budget	Utilization and Market/Contract	Senior Director of Technical

Planning Annually and New Space Model	Rates as well as new space information	Services & Projects
Service Level Agreements	Annual Scope and Service Level Review	ED FM & Leadership Team with Service Scope Modifications to be reviewed by the Director of Program Administration by area of service – facilitate team and customer meetings to ensure proper updates and documentation
Service Level Agreements	Set up of work orders; monthly billable reviews	Director of Business Services – will report the work to FM team for appropriate communications and model updates
Service Level Agreements	Signed agreements & Draws against Plan	Director of Business Services – will report the work to FM team for appropriate communications and model updates
Written Document Updates – Executed Copy Distribution and Authorizations (3x per year)	ED FM or Designee	Director of Business Services
Monthly, Quarterly and Annual Expense & Budget Reports	PeopleSoft, Contracts utilization data, billable and FAMIS	Director of Business Services
Expense Distributions (Using expense and budget reports above)	PeopleSoft & FAMIS - Use budget actuals on all expense data to distribute expenses in model by GSF	Director of Business Services
Capital Projects & Renewal	CRDM & Auxiliary Renewal Project Reports	Executive Director, FM & Assistant Director, Business Services
Centralization Model Updates – Plan against Model; Plan against actual	Using all Data Components Noted above – done in concurrence with annual FM	Director of Business Services & Director of Program Administration
Annual Budget Requests based on new space, program needs & current renewal needs (by 2/28 of each year prior to new fiscal year)	Using all data components available (see outline)	Executive Director FM with Director of all areas support & input
Financials & Budget Entries	As Applicable to University Process & BDM	Director of Business Services

Trimester Meetings & Annual Budget Review Meetings	FM Program Manager	FM Leadership Team with Auxiliary Customers

PROCESS:

The Facilities Management Team will meet weekly to address all budget and staffing needs and will dedicate the last meeting of each month to centralization model updates by area of responsibility.

The full model centralization update for operations will be led jointly by the Director of Business Services and the Director of Program Administration. All expense, financial and staffing data updates will be led by the Director of Business Services. Updating and ensuring model accuracy will require a strong partnership and clear communications among these two positions as well as the FM team noted above.

The team will utilize the updated Financial and Human Resources calendar to calendar all activities related to the annual agreements, customer meetings, financial requirements and associated events. This calendar will be the responsibility of the Director of Business Services and Director of Program Administration with support from the FM Communications and FM Program Managers.

All data related to this model including financial plans, trimester meetings and associated materials will be published on the Facilities Management Website.

Questions regarding model, schedules or components should be directed to
 Director of Business Services – 2-1817
 Director of Program Administration – 3-1337